

LOC Questions and Clarifications Memorandum

To: Solicited Vendors for Letter of Configuration (LOC) Number 41849, dated May 27, 2015 for the Mississippi Division of Medicaid (MDOM)

From: Craig P. Orgeron, Ph.D.

Date: June 12, 2015

Subject: Responses to Questions Submitted and Clarifications to Specifications

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LOC Number 41849 is hereby amended as follows:

8.1 Initial contract period will be from July 29, 2015 through July 28, 2016. ~~June 15, 2015 through June 14, 2016.~~ The number of contract hours will not exceed 1,500 hours. The State reserves the right to extend the contract for additional term(s).

The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

Question 1: Under 5.3.3 "Experience giving oral presentations". Is the consultant expected to give presentation to colleagues, higher level of Management or the general public ?

Response: **The consultant is expected to give presentations to DOM staff and DOM management. The consultant is not expected to give presentations to the general public.**

Question 2: Section 6.1 – Is the SME required in this section the management expertise and knowledge required to coordinate and manage internal technical staff or third party contractors in the implementation and support of these various security systems or is the technical expertise required to implement and support these systems?

Response: **The consultant is required to recommend appropriate processes, systems, and best practices for DOM to implement and provide subject matter expertise as needed in the implementation of the recommendations. The**

consultant is not required to manage internal technical staff or third party contractors, but will work in conjunction with both for a successful outcome.

Question 3: Section 6.6 – The requirement states “Conduct internal audits of existing DOM systems and DOM vendor systems, etc.”. Is this to be interpreted as conducting process and procedural audits of these systems or conducting technical security vulnerability assessments of these systems? If this is technical security vulnerability assessments of these systems, is the Vendor expected to provide the software tools required to produce these assessments? If the Vendor is expected to provide these tools, will it be acceptable for the Vendor to subcontract these services?

Response: Internal audits include the assessment of processes and procedures as well as technical security vulnerability assessments of systems. The Vendor is not expected to provide software tools to perform these audits, but should recommend to DOM the appropriate tools/services to be used for these audits. If a procurement is necessary to provide these services, the consultant will assist DOM in developing the requirements and managing the procurement process.

Question 4: Section 6.7 – As in question 2 above, if these are technical security vulnerability assessments that will generate vulnerability reports that identify required remediation, can the Vendor subcontract these remediation services?

Response: Remediation services will be the responsibility of DOM with guidance and direction from the awarded consultant.

Question 5: Section 7.1 – It is understood that the Vendor may propose no more than two individuals to meet the specified requirements. As in questions 2 and 3, would a subcontract with another Vendor be acceptable or would a subcontract be considered one of the two individuals proposed?

Response: A subcontractor would be considered as one of the two individuals proposed.

Question 6: As per "7.2.2 - Awarded individual may occasionally be required to travel to Regional Office locations throughout the State of Mississippi. Vendor must propose a fully-loaded hourly rate for work at and travel to the Regional Office locations. DOM estimates that the awarded individual(s) will, at the most, travel once to each of the 30 Regional Offices within a year." How can a vendor quote an All Inclusive rate both for on-site work and when the consultant needs to travel to the 30 regional offices as these rates will certainly be different ? How long will be the travel, what mode of transportation they have to use, does the state provide any of this ? There are so many unknown factors.

Response: The Vendor can assume that the mode of transportation to the Regional Offices will be by car at the Vendor's expense. Item 7.2.1 in the LOC requires the Vendor to provide a rate for work performed onsite at DOM in Jackson, Mississippi. Item 7.2.2 in the LOC requires the Vendor to provide a rate for work performed at Regional Office locations. Vendor's fully

loaded rate for 7.2.1 and 7.2.2 must include all travel costs (meals, transportation, hotels).

Question 7: Section 7.22 – Requires disclosure of PERS members currently receiving benefits and requires Vendor/individuals to verify this LOC compliance. The Professional Services Agreement, which the Vendor is expected to sign, states in Article 5, Section 5.1 that “Contractor shall, during the entire term of this agreement, be construed to be an independent contractor. Nothing in this Agreement is intended to nor shall be construed to create an employer-employee relationship, or a joint venture relationship.” If the individual(s) proposed are PERS members receiving benefits, can the Vendor expect the State to assist in verifying LOC compliance with PERS based on the contractual requirements stated in the Professional Services Agreement?

Response: **It is the responsibility of the Vendor to verify compliance with PERS.**

Question 8: Section 7.6 – The requirement states that the individuals who do not meet the minimum experience requirements will be eliminated. Does this specifically preclude the Vendor from taking exception to specific experience requirements?

Response: **Each individual proposed must meet all minimum experience requirements. The Vendor may take exception to any specification in the LOC. However, ITS has no obligation to accept any exception.**

Question 9: Section 7.8 – Requires at least 3 references. If the Vendor does not have multiple references, but rather extended experience over a period of time with a single entity/reference, does this eliminate the Vendor from consideration or can the Vendor take exception to this requirement?

Response: **Failure to provide the reference information as requested may subject the Vendor’s proposal to being rated unfavorably or removed from further consideration, at the State’s sole discretion. Please see response to Question 8.**

Question 10: 8.1 states "Initial contract period will be from July 29, 2015 through July 28, 2016June 15, 2015 through June 14, 2016." - Could you please clarify the term of the initial contract? Also, is this role projected to go beyond 1 year?

Response: **Please see the amendment to Item 8.1 of the LOC above. The State reserves the right to extend the contract for additional term(s). Also refer to Article 1.1 in the Standard Professional Services Agreement.**

Question 11: Under 8.1 "Initial contract period will be from July 29, 2015 through July 28, 2016June 15, 2015 through June 14, 2016.". What are the correct dates ?

Response: **Please see the amendment to Item 8.1 of the LOC above.**

Question 12: Under 8.2 "Individual(s) will be required to work on-site at DOM, located at 550 High Street, Jackson, Mississippi 39201, an average of 30 hours-per-week during normal business hours (Monday – Friday, 8:00 a.m. – 5:00 p.m.". This

seems to be a part time position if the consultant is expected to work only 30 hours per week. Is this a correct assumption ?

A) Is there a reason for the limit of 30 hours per week besides budget issues ?

B) Can a consultant be allowed to work 40 hours per week and take the rest of time off during the year OR

C) allowed to work remotely as there will be very few consultants with this level of skills who will agree to a part time Onsite position during regular hours which means they cannot do a 2nd assignment on the side ?

Response: Please see responses to Questions 14 and 15.

Question 13: Section 8.2 – This requirement states that “Individual(s) will be required to work on-site at DOM, located at 550 High Street, Jackson, Mississippi 39201, an average of 30 hours-per-week”. Will this average 30 hour block of time be a dedicated time weekly or will the schedule vary from week to week? If more than one individual is included in response to the LOC, we assume that the average 30 hours per week is a total for all individuals proposed. Is this correct?

Response: DOM’s intent is for the awarded consultant to work dedicated time weekly. However, the schedule may be adjusted with the mutual agreement of the awarded Vendor and DOM. The average 30 hours is the total number of hours per week, whether met by one or more individuals.

Question 14: I'd like to confirm that the contractor will work a max of 1,500 hours/year for an average of 30 hrs/wk. Would it be possible for them to work fewer weeks and have them work a full 40 hrs/wk?

Response: The nature of the work requires a consultant to maintain a weekly onsite presence at DOM for the term of the contract. The constraints that the consultant will work an average of 30 hours per week and not exceed 1,500 hours per year are necessary to ensure IT Security and Data Privacy Officer duties are completed weekly, while allowing normal time for vacation, holidays, and travel (as needed) to and from DOM. Depending on the ebb and flow of security assignments throughout the term of the contract, DOM is amenable to considering some flexibility for work hours with the awarded consultant as long as the contractual 1,500 hours is not exceeded.

Question 15: Do you anticipate the possibility of remote work, if so how much none, 25% 50%?

Response: Remote work will be considered as an exception to the rule depending upon the tasks to be performed. Therefore, a percentage of time cannot be estimated.

Question 16: Does DOM have an incumbent contractor(s) either currently working, or who have recently worked, on this project? Are the incumbents eligible to respond to this solicitation?

Response: No. DOM does not have an incumbent contractor.

Question 17: Can you kindly advise if web/skype interview request can be entertained instead of in person interview if the candidate is willing to relocate after selection.

Response: If an on-site interview is required, DOM will not substitute a Web/Skype interview for the on-site interview.

Question 18: Can you let me know the expected duration of this project?

Response: Please see the amendment to Item 8.1 of the LOC above.

Question 19: Could you list the 30 Regional office locations that would need to be visited?

Response: DOM's Regional Office locations, addresses, and counties can be viewed at <http://www.medicaid.ms.gov/about/office-locations/>.

Question 20: It is our understanding that you want an hourly rate that would include all travel and expenses. Please confirm.

Response: The hourly rates should include all travel and expenses.

Question 21: Does the state have pre-negotiated Travel rates (hotel and car rental) that could be leveraged?

Response: No. Please see response to Question 20.

Question 22: Is this a renewal for an existing contractor/incumbent in place @ MDOM OR Is this a complete NEW Position ? Why is the position open ?

Response: This is a new position. Please see response to Question 16.

Question 23: Are you planning to hire Only 1 or > 1 individual with this LOC ?

Response: The State anticipates hiring one person. Please refer to Item 4.2 of the LOC.

Question 24: Any chance of onsite/remote work combination for any consultant as this is a very unique position and not many consultants have these skills ?

Response: Please see response to Question 15.

Question 25: What size team will this consultant be working with ?

Response: The consultant will work with a team of eight to ten people.

Question 26: What are the chance of extension beyond 12 months OR having hours > 1500 in a year ?

Response: Please see responses to Questions 10 and 11.

Question 27: Are there any critical deliverables that the contractors would need to start on right away?

Response: When beginning this assignment, the awarded consultant will be expected to review the existing network infrastructure environment and the results of previous security audits.

Question 28: Would any pref be given to candidate who have PMP, CISSP etc...Certifications ?

Response: No.

Question 29: Would a Mandatory Face to Face interview be required for this position or web cam interview would be sufficient as some senior candidates who are out of state will not usually travel for an interview ?

Response: Please see response to Question 17.

LOC responses are due Monday, June 22, 2015, at 3:00 p.m. (Central Time).

If you have any questions concerning the information above or if we can be of further assistance, please contact Teresa Washington at 601-432-8049 or via email at teresa.washington@its.ms.gov.

cc: ITS Project File Number 41849